

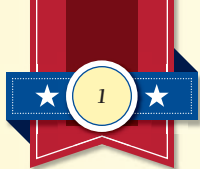


*Defining Excellence  
in the 21st Century*

ANNUAL REPORT 2010







# Welcome

**\$237,551,000**  
Operating Budget

**440,127**  
Total Outpatient Visits

Lebanon VA Medical Center (VAMC) experienced an exciting 2010. Environmental improvements continue as we delivered care to over **44,000** Veterans.

As we Define Excellence in the 21st Century, the many improvements we have accomplished will continue to enhance the services we deliver to Veterans for many years. I hope each of you take the opportunity to walk through and experience a state-of-the-art Rehabilitation Medicine Center. This building combines Physical Therapy, Occupational Therapy, Pulmonary Rehabilitation and Prosthetics, to better serve the needs of the Veterans in a single convenient location. The newly renovated Women Veterans' Primary Care Clinic Grand Opening was conducted in February. Construction began on the North East Consolidated Patient Account Center. Lebanon VA hosted two Post Deployment Health Reassessments in FY 2010.



# 44,746

Veterans Served

# 1,360

Total Employees

# 248

Operating Beds

# 457

Volunteers

LEBANON VA continues to provide exemplary quality care to Veterans achieving national level ranking in Wait Times (#2), Inpatient Overall Quality (#4), Outpatient Overall Quality (#6), Shared Decision Making (#10), Privacy Room (#11), Noise Level in Room (#14), and Getting Care Quickly (#14).

LEBANON VA MEDICAL CENTER'S Department of Pathology and Laboratory Medicine Service was awarded the "Gold Standard" accreditation by the College of American Pathologists' Laboratory Accreditation Program. Our facility was accredited by the Commission of Cancer with a 3-year Accreditation Award Commendation. A Commission on Accreditation of Rehabilitation Facilities (CARF) survey was completed and the medical center achieved a 3-year accreditation for all surveyed programs.

*Our management/labor partnership was recognized in June as "The Best in VA" and received the Veterans Affairs Secretary's Labor Management Relations Award in the category of "Overall Achievement".*

THIS ANNUAL REPORT offers just a glimpse of the people and programs that not only make us special, but which have propelled us to becoming one of the leading medical centers in the country.

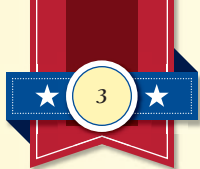
IT IS TRULY an honor to continue to serve Veterans and to work with excellent staff that are building and maintaining this Culture of Caring.



**ROBERT W. CALLAHAN, JR.**  
Director, Lebanon VA Medical Center







# Compensation and Pension

**Lebanon VA Medical Center** has a well-established and growing Compensation and Pension (C&P) Section, coordinated by a full-time staff.

**Three** clerical staff members of the C&P Section contact Veterans and coordinate visits at the convenience of the Veteran. Two physicians and a physician assistant perform exams needed to evaluate a variety of conditions, at the request of the Veterans Benefits Administration (VBA). Nearly 85% of the requests are from the VBA Regional Office in Philadelphia, but other requests are





MIKE NEISWENDER, DEE STELMACH and MICHAEL MOYER are just a few of the staff who process the compensation and pension claims.

*All staff have the  
highest commitment  
to exceed Veterans'  
expectations in this  
important service.*

fulfilled from the Mid-Atlantic and Northeast Regional Offices as well. In addition to the 3 full-time C&P clinicians, 45 additional specialty examiners throughout the medical center are used. These areas of expertise include mental health, audiology, physiatry, dental, neurology, and orthopedics to name a few. All providers who perform C&P exams have been certified in the general C&P exam process, as well as in their areas of specialization. Examiners are responsible to review all clinical evidence and perform the appropriate exam for the condition in the claim.

**A NEW INITIATIVE** developed by VBA and the Veterans Health Administration is the Disability Benefit Questionnaire (DBQ). In anticipation of increased numbers of claims and the need to streamline the process, brief forms have

been created for completion by a medical provider of the Veteran's choice, either VA or private physicians. DBQs are specifically designed to address all elements of the condition that are contained in the C&P rating standards. The DBQs facilitate more efficient communication on a Veteran's claim, and more rapid VBA determinations on service connection decisions. The first three DBQs developed are Ischemic Heart Disease, Hairy Cell Leukemia/Beta-cell Leukemias, and Parkinson's

Disease. More DBQs will be forthcoming in the near future.

**LEBANON VAMC** timeliness in performing C&P exams, from time of request to completion and release back to VBA, is well under the national standard of 30 days. Over the past 4 years, the number of requests for exams has increased from 3,335 to over 5,000 annually. Moreover, the number of conditions associated with each individual Veteran's C&P claim averages between 5 and 10 conditions, often requiring multiple examiners per request. All involved clinical areas at Lebanon VAMC have been notified of the potential nationwide increase in claims and are adding C&P exam clinic appointments to their plans in FY 2011. Additionally, the C&P Section will be moving in early 2011 to a larger area in Building 18 to accommodate more examinations. All staff have the highest commitment to exceed Veterans' expectations in this important service.







The Annual Welcome Home Event was held at the Lancaster Barnstormers baseball game, Clipper Stadium on May 27, 2010. **VETERAN WILLIAM SANTOS** threw the first pitch.



# Operation Enduring Freedom/ Operation Iraqi Freedom Outreach

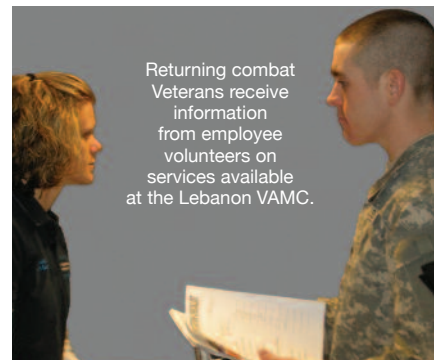
## Lebanon VA Medical Center hosted two Post Deployment Health Reassessments (PDHRA) during FY 2010.

The first event occurred December 12 and 13, 2009, and the second event occurred June 12 and 13, 2010. Both events occurred over week-ends and were staffed by numerous employee volunteers who were eager to provide care to the soldiers. A vendor area was available where soldiers received information from various agencies such as Army Chaplains, Vet Center, Veterans of Foreign Wars, Women's Health, Education, and Employment Resources. These events also served as a best practice

model and observers expect to carry over similar events and logistics to other military branches and future PDHRAs.

LEBANON VAMC support was also provided to an on-site PDHRA at the Army Reserve Center in Reading, PA, in August 2010. VAMC nurses, social workers, and

support staff attended the PDHRA to provide the same briefings and screenings afforded to the previous events' attendees.



Returning combat Veterans receive information from employee volunteers on services available at the Lebanon VAMC.

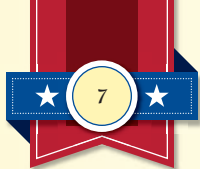
THE PURPOSE OF PDHRA is to extend the continuum of care for Service Members' deployment-related health concerns as part of the force health protection plan.

RETURNING combat Veterans received briefings regarding VA benefits, post-deployment and Traumatic Brain Injury (TBI) screenings, and the opportunity to be seen by primary care and behavioral health providers to begin addressing any health care concerns they may have.

DURING the combined 3 events, over 1,200 soldiers were seen and provided the opportunity to enroll for VA health care. Reviews from the soldiers were overwhelmingly positive, and included numerous comments that the transition from active duty to VA health care was made much simpler because of the PDHRA.



OEF/OIF Case Manager **TAMEKA ALEXANDER** speaks to a Veteran about benefits during the Welcome Home Event



# Homelessness

**The Health Care for Homeless Veterans (HCHV) Program at the Lebanon VA Medical Center had a very successful year implementing the 5-year plan to end Veteran homelessness.**



**DONNA CLEMENS and JULIE BERGSTRESSER**  
registering participants for the  
Veterans Justice Outreach Program.

**In** 2010, HCHV earned a 3-year Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation for the following programs: Outreach, Contract Housing, Grant and Per Diem (GPD) Housing, Supportive Housing, Veterans Justice Outreach (VJO) and Housing and Urban Development —Veterans Affairs Supported Housing (HUD-VASH).

**THE OUTREACH PROGRAM** has expanded services and strengthened relationships with community providers in each of the nine counties in our catchment area. New to HCHV is our Contract Housing Program, which works primarily with our Outreach Social Workers for emergency placement of Veterans. Our GPD Programs will be expanded from 39 to 50 beds for FY 2011, providing much needed support for Veterans who need to secure income, employment, medical care, mental health, and substance abuse services. HCHV hosted our second annual Grant Writing Seminar for community providers. This seminar was well attended and we anticipate having new providers apply for the GPD Program, as well as the Supportive Services for Families Grant in 2011.

**IN 2010**, the VJO Program has continued to expand by providing services to assist Veterans. The VJO program has assisted justice-involved Veterans by referring





Employee volunteers participating in the Homeless Veterans Stand Down in Harrisburg.

*We are confident in our abilities to assist homeless Veterans to reintegrate into the community and live their lives to their fullest potential.*

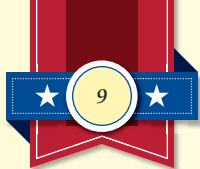
them to the following VA programs: Substance Abuse Residential Rehabilitation Treatment Program, Mental Health Residential Rehabilitation Treatment Programs, Vocational Rehabilitation, Compensated Work Therapy, Domiciliary, other treatment programs, and assistance with navigating the legal system. There were 110 referrals for the year, which covered 16 counties in Pennsylvania

and 4 other states. The VJO Program provided training to York and Lancaster County Crisis Intervention Team Programs and Mental Health Courts, probation departments in Cumberland and Berks, and pre-trial services in Dauphin County. Numerous training sessions have also been provided to Magisterial District Judges within Lebanon VAMC's catchment area.

**OUR HEALTH CARE** for the HCHV Program has successfully provided housing to many Veterans by transitioning them into permanent housing by filling 81% of our HUD-VASH vouchers. Our HUD-VASH program continues to expand as we have received 25 new Housing Choice vouchers. The HUD-VASH

program continues to provide on-going case management to Veterans admitted into the program, improving all coordination of care.

**OVERALL**, the Lebanon VA Medical Center's HCHV Program is off to an excellent start in completing VA Secretary Shinseki's priority Initiative to End Homelessness among Veterans in 5 years. We are confident in our abilities to assist homeless Veterans to reintegrate into the community and live their lives to their fullest potential.



# Rehabilitation Medicine Center

Veterans perform physical therapy exercises in the newly built state-of-the-art Rehabilitation Medicine Center.

**Lebanon VA Medical Center**  
opened a new Rehabilitation  
Center on July 12, 2010.

As a part of the medical center's improvement plans, the Rehabilitation Medicine Center was designed and built to integrate several rehabilitation services into one location improving accessibility for both our inpatient and outpatient customers. The Physical Therapy (PT), Occupational Therapy (OT), Kinesiotherapy, Prosthetics and Sensory Aides Services (PSAS), and Rehabilitation Medicine Departments were each separately located in different buildings within the large hospital campus, thus the structure of delivering rehabilitative care was fragmented.



Ribbon cutting ceremony for new Rehabilitation Medicine Center.





**THE NEW** Rehabilitation Medicine Center consolidated all of Physical Medicine and Rehabilitative Services (PM&RS), PSAS, and the addition of the Pulmonary Rehabilitation Program to be centrally located and accessible to all customers. The new clinic provides improvement to customer access and service delivery. Communications between the therapy disciplines has been an invaluable asset. Where once OT and PT staff used pagers or phones to confer on cases that they shared, they are now all located in the same space and can collaborate at a moment's notice.

**OTHER EFFICIENCIES** were added into the new Rehabilitation Medicine Center concept, which included: introduction of check-in kiosks in the patient waiting room; mobile wireless laptop carts to expand record keeping capabilities to all areas of the building; and remote wireless Electrocardiogram (EKG) monitoring for Veteran's participation in the exercise portion of the Pulmonary Rehabilitation Program.

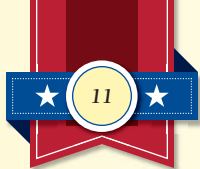
**ALTHOUGH** technology is thought to be the panacea of improvements, sometimes a change in business practice or a shift in business paradigm is necessary to make all the components seamlessly work together. The "Prosthetics in the Community Based Outpatient Clinics

*The new clinic  
provides improvement  
to customer access  
and service delivery.*

(CBOC) Project" was just the project to make some necessary shifts in order to make additional improvements in service delivery. The Camp Hill CBOC was selected as the pilot site. Lebanon VA Medical Center made available commonly prescribed prosthetics items for dispensing at the CBOC. This project successfully made common rehabilitation items available to the Veteran at their point of care and eliminated the need for the Veteran

to make an additional appointment and travel to the Lebanon site. Camp Hill CBOC has since requested additional stock items that would benefit their Veterans. Implementation of rehabilitation stock items to other CBOC sites is planned.

**QUANTITY** of visits to the Rehabilitation Medicine Center has increased since its opening in July 2010, currently 500-600 Veterans are seen each week. This center houses several other clinics: Prosthetics and Orthotics Clinic, Wheelchair Clinic, and Second Level TBI Evaluation Clinic via Clinical Video Telehealth (CVT) with Clarksburg VAMC.



# Medical Foster Home (MFH) Program

**MFH** offers Veterans a stable, safe, permanent living arrangement that is a more attractive and affordable alternative to institutionalized care.



Medical Foster Home patients receiving care in a home setting.

**MFH** offers flexibility, personalized care, nurturance and a focus on wellness while treating illness. The Veteran's primary health care is delivered to the MFH by the Home Based Primary Care (HBPC) Program and close monitoring through the Care Coordination Home TeleHealth (CCHT) Program. The Veteran's medical and psychosocial well-being are the focus of care, with the Veteran, MFH Caregiver, HBPC/MFH and CCHT teams all working together to best meet the Veterans' needs.

**MFH CAREGIVERS** provide Veterans with room and board, home cooked meals, personal care with bathing/dressing, medication management, laundry services, transportation to outpatient appointments, socialization and the possibility for pets.

**SINCE MARCH 2009**, the MFH Program at Lebanon VA Medical Center (VAMC) has received approximately 100 inquiries from Veterans. Currently, there are 11 approved MFHs in 6 counties. Veterans enrolled in the HBPC/MFH Programs report feeling safe, with high satisfaction with meals, care provided by their Caregiver, the HBPC/MFH team, and continued involvement with their families. Veterans living in MFH, are receiving medications correctly, increases in stabilized glucose levels and socialization, and decreased falls.





RICKEY COX, Vietnam Era Marine,  
DEB CARTWRIGHT, Caregiver,  
MARTIN GINDER, Korean Era Marine

**Feedback from Veterans,  
their family and Medical Foster  
Home (MFH) Caregivers:**



*"My option would have been in a funeral home somewhere. My doctor told me, 'Your lifestyle is just out of control and your health is out of control, and you're not doing anything to alleviate the problems.' I was just getting on the phone, calling fast food and delivery food because I don't drive, and I was eating Chinese food and chicken and stuff like that—stuff that a diabetic shouldn't eat. Now, my blood sugar has dropped dramatically, from the 300s to 80s, everybody's happy about that."*

—RICKEY COX,  
Vietnam Era Marine



*"It's rewarding, it's fulfilling. It's good to cook for guys that appreciate it. It has made my boys, who are already good boys... it has made them better kids. It has been a really good experience for all of us—it has."*

—DEB CARTWRIGHT,  
on being a caregiver



*"I couldn't live by myself anymore—I couldn't take care of myself—I kept falling." What he likes about living at Deb's: "Everything. Everything here is good. The food's good—she's a wonderful cook. It's a wonderful program."*

—MARTIN GINDER,  
Korean Era Marine



*"This is a wonderful place, it's an ideal situation.... It gives me some peace of mind."*

—JEANNE COSTIK,  
Mr. Ginder's sister



# Electronic Care & Telemedicine Programs

Did you know the Veterans Health Administration is the leader in providing **Telehealth** services in the nation?



In 2010, Lebanon VA Medical Center (VAMC) Telehealth Programs have undergone changes to expand access to care and offer more timely care to our Veterans, supporting VA Secretary Shinseki's Telehealth transformation initiative into the 21st century new model of care. Lebanon VAMC is proud to provide state-of-the-art technology to improve patient care.



Staff and Veterans interacting via new technology without having to travel to a VA facility.





**A DIABETIC TELERETINAL IMAGING** clinic at three Community Based Out-patient Clinics: Berks, Camp Hill, and York, and at the Lebanon VAMC main campus. In a matter of minutes, Veterans are able to have a high quality image of their eyes taken during a clinic appointment, uploaded into their electronic record by a trained VA imager, and then read by a VA Optometrist who may be located in excess of 50 miles away.

**AUDIO-VIDEO** clinic visits have been shown to be comparable to face-to-face office visits. Benefits to the Veteran include improved continuity of care, decreased travel time, and high quality care through the use of video technology. Over 90 Veterans have taken advantage of virtual appointments in behavioral health clinics in 2010.

**SINCE JULY 2010**, many Veterans have taken advantage of the new, exciting option called Interactive Voice Response (IVR) to help manage their diabetes, heart failure, chronic lung conditions, high blood pressure and depression. In the past, Veterans wanting to participate in the Home Telehealth Program were not eligible if they did not have a landline. Now, Veterans are able to use their landline or cell phone to answer daily questions about their health, enter their blood pressure, blood sugar, weight, and even oxygen level readings through the touch of a button on their phone.

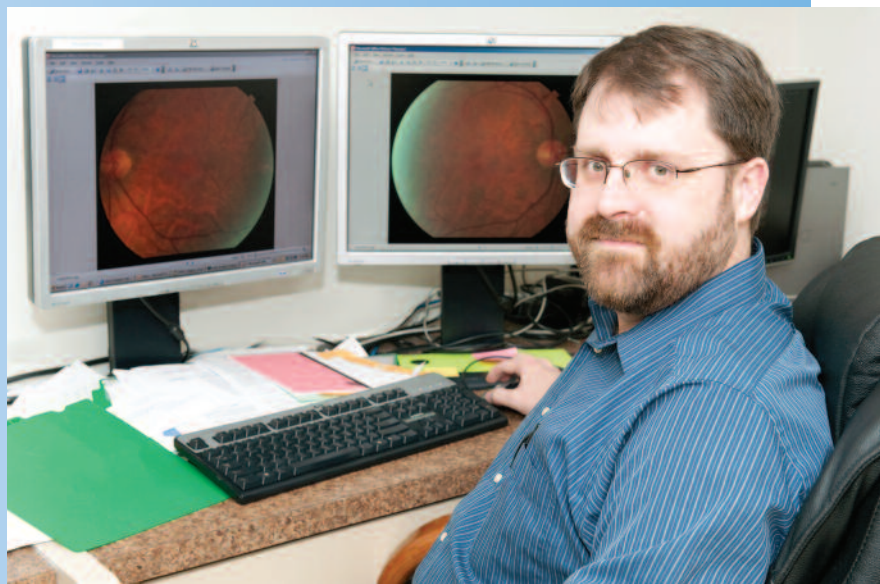


**IN OCTOBER 2010**, the TeleMOVE Program opened to offer the MOVE Program from the comfort and convenience of a patient's home. TeleMOVE is a new, telephone lifestyle coaching program for weight loss, which focuses on nutrition, exercise and behavioral changes managed by a Registered Dietician. The TeleMOVE Program has

shown evidence of a ½-2 lb. weight loss per week. Nationally, 49% of Veterans have lost 5% of their body weight on the program.

above  
**PAMELA PONTING** performs a teleretinal exam.

below  
**KEVIN WOLFORD, OD**, is able to immediately examine the images and discuss with a patient.







*York County*

**YORK VA  
OUTPATIENT CLINIC**  
2251 Eastern Blvd.  
York, PA 17402  
717-840-2730



*Cumberland County*

**CAMP HILL VA  
OUTPATIENT CLINIC**  
25 N. 32nd Street  
Camp Hill, PA 17011  
717-730-9782



*Berks County*

**BERKS VA  
OUTPATIENT CLINIC**  
St. Joseph's Medical Center  
Community Campus  
145 N. 6th Street, 3rd Floor  
Reading, PA 19601  
610-208-4717



*Lancaster County*

**LANCASTER VA  
OUTPATIENT CLINIC**  
1861 Charter Lane  
Suite 121  
Lancaster, PA 17601  
717-290-6900



*Schuylkill County*

**POTTSVILLE VA  
OUTPATIENT CLINIC**  
Good Samaritan Medical Mall  
700 Schuylkill Manor Road  
Suite 6  
Pottsville, PA 17901  
570-621-4115



*Schuylkill County*

**GOOD SAMARITAN  
HEALTH CENTER NORTH**  
10 East Spruce Street  
Frackville, PA 17931  
570-874-4289



**LEBANON VA  
MEDICAL CENTER**

1700 South Lincoln Avenue  
Lebanon, PA 17042

717-272-6621  
1-800-409-8771

